South Dakota Medicaid

Nutritional Therapy Provider Billing Manual

May 2013

DSS

Strong Families - South Dakota's Foundation and Our Future

Important Contact Numbers

<table>
<tr><td colspan="2">Telephone Service Unit for Claim Inquiries
In State Providers: 1-800-452-7691
Out of State Providers: (605) 945-5006</td></tr>
<tr><td colspan="2">Provider Response for Enrollment and Update Information
1-866-718-0084
Provider Enrollment Fax: (605) 773-8520</td></tr>
<tr><td colspan="2">Prior Authorizations
Pharmacy Prior Authorizations: 1-866-705-5391
Medical and Psychiatric Prior Authorizations: (605) 773-3495</td></tr>
<tr><td>Dental Claim and Eligibility Inquiries
1-800-627-3961</td><td>Recipient Premium Assistance
1-888-828-0059</td></tr>
<tr><td>Managed Care Updates
(605) 773-3495</td><td>SD Medicaid for Recipients
1-800-597-1603</td></tr>
<tr><td colspan="2">Medicare
1-800-633-4227</td></tr>
<tr><td colspan="2">Division of Medical Services
Department of Social Services
Division of Medical Services
700 Governors Drive
Pierre, SD 57501-2291
Division of Medical Services Fax: (605) 773-5246</td></tr>
<tr><td colspan="2">Medicaid Fraud</td></tr>
<tr><td>Welfare Fraud Hotline: 1-800-765-7867

File a Complaint Online:
http://atg.sd.gov/TheOffice/Divisions/MedicaidFraudControlUnit.aspx</td><td>OFFICE OF ATTORNEY GENERAL
MEDICAID FRAUD CONTROL UNIT
Assistant Attorney General Paul Cremer
1302 E Hwy 14, Suite 4
Pierre, South Dakota 57501-8504
PHONE: 605-773-4102 FAX: 605-773-6279
EMAIL: ATGMedicaidFraudHelp@state.sd.us</td></tr>
<tr><td colspan="2">Join South Dakota Medicaid’s listserv to receive important updates and guidance from the Division of Medical Services:
http://dss.sd.gov/sdmedx/includes/providers/archive/listservinfo.aspx</td></tr>
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INTRODUCTION

This manual is one of a series published for use by medical services providers enrolled in South Dakota Medicaid. It is designed to be readily updated by replacement or addition of individual pages as necessary. It is designed to be used as a guide in preparing claims, and is not intended to address all South Dakota Medicaid rules and regulations. For specific rule and regulation requirements, the provider is responsible to become familiar with the Administrative Rules of South Dakota (ARSD) governing South Dakota Medicaid in Article § 67:16.

Problems or questions regarding South Dakota Medicaid rules and policies as well as claims, covered services, and eligibility verification should be directed to:

Department of Social Services
Division of Medical Services
700 Governors Drive
Pierre, SD 57501-2291

Problems or questions concerning recipient eligibility requirements can be addressed by the local field Division of the Department of Social Services in your area or can be directed to:

Department of Social Services
Division of Economic Assistance
700 Governors Drive
Pierre, SD 57501-2291
PHONE: (605) 773-4678

Medicare is a separately administered federal program and questions concerning Medicare cannot be answered by South Dakota Medicaid Program personnel.

CHAPTER I:
GENERAL INFORMATION

The purpose of the Medicaid Program (Title XIX) is to assure the availability of quality medical care to low-income individuals and families through payments for a specified range of services. The Medicaid program was implemented in South Dakota in 1967.

Funding and control of Medicaid are shared by federal and state governments under Title XIX of the Social Security Act; regulations are written to comply with the actions of Congress and the State Legislature.

A brief description of general information about the Medicaid program is provided in this manual. For specific rule and regulation requirements, the provider is responsible to become familiar with the Administrative Rules of South Dakota (ARSD) governing Medicaid in Article § 67:16.

PROVIDER RESPONSIBILITY

ENROLLMENT AGREEMENT

Providers, who render one or more services covered under the Medicaid Program, and who wish to participate in the Medicaid Program, must become an enrolled provider. The provider must sign a Provider Agreement with the Department of Social Services. Providers must comply with the terms of participation, as identified in the agreement and requirements, stated in Administrative Rules of South Dakota (ARSD § 67:16) which govern the Medicaid Program. Failure to comply with these requirements may result in monetary recovery, or civil or criminal action.

An individual (i.e. consultant, staff, etc.) who does not have a provider agreement, but who furnishes a covered service to a recipient under your provider agreement and receives payment or benefits indirectly from the Department of Social Services, is also subject to the rules, regulations and requirements of the South Dakota Medicaid Program.

Participating providers agree to accept Medicaid payment as payment in full for covered services. The provider must NOT bill any of the remaining balance to the recipient, their family, friends or political subdivisions.

PROVIDER IDENTIFICATION NUMBER

A provider of health care services must have a ten (10) digit National Provider Identification (NPI) number.

TERMINATION AGREEMENT

When a provider agreement has been terminated, the Department of Social Services will not pay for services provided after the termination date. Pursuant to ARSD § 67:16:33:04, a provider agreement may be terminated for any of the following reasons:

- The agreement expires

- The provider fails to comply with conditions of the signed provider agreement or conditions of participation
- The ownership, assets, or control of the provider's entity are sold or transferred
- Thirty days elapse since the department requested the provider to sign a new provider agreement
- The provider requests termination of the agreement
- Thirty days elapse since the department provided written notice to the provider of its intent to terminate the agreement
- The provider is convicted of a criminal offense that involves fraud in any state or federal medical assistance program
- The provider is suspended or terminated from participating in Medicare
- The provider's license or certification is suspended or revoked
- The provider fails to comply with the requirements and limits of this article

OWNERSHIP CHANGE

A participating provider who sells or transfers ownership or control of the entity must give the Department of Social Services written notice of the pending sale or transfer at least 30 days before the effective date. In a change of ownership, the seller is responsible for maintaining and ensuring access to records generated prior to the sale. This responsibility may be transferred to the buyer through a sales contract or written agreement. The South Dakota Medicaid provider number is NOT transferable to the new owner. The new owner must apply and sign a new provider agreement and a new number must be issued before claims can be submitted.

LICENSING CHANGE

A participating provider must give the Department of Social Services written notice of any change in the provider’s licensing or certification status within ten days after the provider receives notification of the change in status.

RECORDS

Providers must keep legible medical and financial records that fully justify and disclose the extent of services provided and billed to South Dakota Medicaid. These records must be retained for at least six (6) years after the last date a claim was paid or denied. Records must not be destroyed when an audit or investigation is pending.

Providers must grant access to these records to agencies involved in Medicaid review or investigations.

THIRD PARTY LIABILITY

SOURCES

Third-party liability is the payment source or obligation, other than Medicaid, for either partial or full payment of the medical cost of injury, disease, or disability. Payment sources include Medicare, private health insurance, worker’s compensation, disability insurance, and automobile insurance.

PROVIDER PURSUIT

Because South Dakota Medicaid is the payer of last resort, the provider must pursue the availability of third-party payment sources.

CLAIM SUBMISSIONTO THIRD-PARTY SOURCE

The provider must submit the claim to a third-party liability source before submitting it to Medicaid except in the following situations:

- Prenatal care for a pregnant woman;
- HCBS waiver services;
- Services for early and periodic screening, diagnosis, and treatment provided under ARSD § 67:16:11, except for psychiatric inpatient services, nutritional therapy, nutritional supplements, and electrolyte replacements;
- A service provided to an individual if the third-party liability is derived from an absent parent whose obligation to pay support is being enforced by the department;
- The probable existence of third-party liability cannot be established at the time the claim is filed;
- The claim is for nursing facility services reimbursed under the provisions of ARSD § 67:16:04; or
- The claim is for services provided by a school district under the provisions of ARSD § 67:16:37.

A claim submitted to Medicaid must have the third-party explanation of benefits (EOB) attached, when applicable.

PAYMENTS

When third-party liability has been established and the amount of the third-party payment equals or exceeds the amount allowed under Medicaid, the provider must not seek payment from the recipient, relative, or any legal representative.

When third-party liability source(s) and Medicaid have paid for the same service the provider must reimburse Medicaid. Reimbursement must be either the amount paid by the third party source(s) or the amount paid by Medicaid, whichever is less.

RECIPIENT ELIGIBILITY

The South Dakota Medicaid Identification Card is issued by the Department of Social Services on behalf of eligible South Dakota Medicaid recipients. The magnetic stripe card has the same background as the Supplemental Nutrition Assistance Program (SNAP) EBT card. The information on the face of the card includes the recipient's complete name (first, middle initial and last), the nine digit recipient identification number (RID#) plus a three digit generation number, and the recipient's date of birth and sex.

NOTE: The three digit generation number is automatically added in the system to indicate the number of cards sent to an individual. This number is not part of the recipient's ID number and should not be entered on a claim.

Each card has only the name of an individual on it. There are no family cards.

Recipients must present a South Dakota Medicaid identification card to a South Dakota Medicaid provider each time before obtaining a South Dakota Medicaid covered service. Failure to present their South Dakota Medicaid identification card is cause for payment denial. Payment for noncovered services is the responsibility of the recipient, as stated in ARSD §67:16:01:07.

South Dakota Medicaid emphasizes both the recipient's responsibility to present their ID card and the provider's responsibility to see the ID card each time a recipient obtains services. It is to the provider's advantage to see the ID card to verify that the recipient is South Dakota Medicaid eligible at the time of service, as well as to identify any other program limitations and the correct listing of the recipient name on the South Dakota Medicaid file.

The Medicaid Eligibility Verification System (MEVS) offers three ways for a provider to access the state's recipient eligibility file:

- **Point of Sale Device:** Through the magnetic strip, the provider can swipe the card and have an accurate return of eligibility information in approximately 10 seconds.
- **PC Software:** The provider can key enter the RID# into PC software and in about 10 seconds have an accurate return of eligibility information.
- **Secure Web Based Site.**

All three options provide prompt response times and printable receipts, and can verify eligibility status for prior dates of service. There is a nominal fee for each verification obtained through Emdeon.

The alternative to electronic verification is to use the South Dakota Medicaid telephone audio response unit (ARU) by calling 1-800-452-7691. Each call takes approximately one minute to complete. This system is limited to current eligibility verification only.

For more information about the MEVS system, contact Emdeon at 1-866-369-8805 for new customers and 1-877-469-3263 for existing customers or visit Emdeon's website at www.emdeon.com.

MEVS ELIGIBILITY INFORMATION

Through the MEVS (card swipe or PC entry) the provider receives a paper or electronic receipt ticket, immediately upon eligibility verification (approximately 10 seconds). The following is an example of the "ticket' sent to the provider.

Please note that certain South Dakota Medicaid recipients are restricted to specific limits on covered services. It is very important that you check for restrictions.

**********SD MEDICAID**********
Eligibility 10/19/2004 08:47:25
**********PAYER INFORMATION**********
Payer: SOUTH DAKOTA MEDICAL SERVICES
Payer ID: SD48MED
**********PROVIDER INFORMATION**********
Provider: Dr. Physician
Service Provider #: 9999999
**********SUBSCRIBER INFORMATION**********
Current Trace Number: 200406219999999
Assigning Entity: 9000000000
Insured or subscriber: Doe, Jane P.
Member ID: 999999999
Address: Pierre Living Center
2900 N HWY 290
PIERRE, SD 575011019
Date of Birth: 01/01/1911
Gender: Female
**********ELIGIBILITY AND BENEFIT INFORMATION**********
**********HEALTH BENEFIT PLAN COVERAGE**********
ACTIVE COVERAGE
Insurance Type: Medicaid 13
Eligibility Begin Date: 10/19/2004
ACTIVE COVERAGE
Insurance Type: Medicare Primary 13
Eligibility Date Range: 10/19/2004 – 10/19/2004

**********HEALTH BENEFIT PLAN COVERAGE**********
**********OTHER OR ADDITIONAL PAYER**********
Insurance Type: Other
Benefit Coord. Date Range: 10/19/2004-10/19/2004
Payer: BLUE CROSS/BLUE SHIELD
Address: 1601 MADISON
PO BOX 5023
SIOUX FALLS, SD 571115023
Information Contact: Telephone: (800)774-1255
TRANS REF #: 999999999

Over 150 payers now support eligibility requests. For a full list, contact fax-on-demand at 800-7602804, #536. To add new payers, call 800-215-4730.

CLAIM STIPULATIONS

PAPER CLAIMS

Claims that, by policy, require attachments and reconsideration claims will be processed for payment on paper. Paper claims for Nutritional Therapy Services must be submitted using the CMS 1500 claim form.

ELECTRONIC CLAIM FILING

Electronic claims must be submitted using the 837I, HIPAA-compliant X12 format.

SUBMISSION

The provider must verify an individual's eligibility before submitting a claim, either through the ID card or, in the case of long-term care, a letter from the caseworker. The provider must record the recipient identification information as required for the claim.

A provider may only submit claims for those items and services that the provider knows or should have known are covered under South Dakota Medicaid. A provider must not submit a claim for items or services that have not been completed or have not actually been provided. A provider can be reimbursed only for medically necessary covered services actually provided to South Dakota Medicaid recipients eligible on the date the service is provided.

TIME LIMITS

The department must receive a provider's completed claim form within 6 months following the month the services were provided, as stated in ARSD § 67:16:35:04. This time limit may be waived or extended only when one or more of the following situations exist:

- The claim is an adjustment or void of a previously paid claim and is received within 3 months after the previously paid claim;
- The claim is received within 6 months after a retroactive initial eligibility determination was made as a result of an appeal;
- The claim is received within 3 months after a previously denied claim;
- The claim is received within 6 months after the provider receives payment from Medicare or private health insurance or receives a notice of denial from Medicare or private health insurance; or
- To correct an error made by the department.

PROCESSING

The Division of Medical Services processes claims submitted by providers for their services as follows:

- Claims and attachments are received by the Division of Medical Services and sorted by claim type and microfilmed.

- Each claim is assigned a unique fourteen (14) digit Reference Number. This number is used to enter, control and process the claim. An example of a reference number is 2004005-0011480. The first four digits represent the year. The next 3-digits represent the day of the year the claim was received. The next 7-digits are the sequential number order of the claims received on that day. Each line is separately adjudicated, reviewed and processed using the 14-digit reference number. However, claims with multiple lines will be assigned a single claim reference number; and
- Each claim is individually entered into the computer system and is completely detailed on the Remittance Advice.

To determine the status of a claim, providers must reconcile the information on the Remittance Advice with their files.

UTILIZATION REVIEW

The Federal Government requires states to verify receipt of services. Each month a sample of South Dakota Medicaid recipients are sent a survey letter requesting verification of services paid the previous month on their behalf. Such services are identified in non-technical terms, and confidential services are omitted. Although the directions are as clear as possible, providers should be prepared to assure any inquiring recipients that this letter is not a bill.

Under 42 C.F.R. part 456, South Dakota Medicaid is mandated to establish and maintain a Surveillance and Utilization Review System (SURS). The SURS unit safeguards against unnecessary or inappropriate use of South Dakota Medicaid services or excess payments, assesses the quality of those services and conducts a post-payment review process to monitor both the use of health services by recipients and the delivery of health services by providers under § 42 CFR 456.23.

Overpayments to providers may be recovered by the SURS unit, regardless of whether the payment error was caused by the provider or by South Dakota Medicaid.

FRAUD AND ABUSE

The SURS Unit is responsible for the identification of possible fraud and/or abuse. The South Dakota Medicaid Fraud Control Unit (MFCU), under the Office of the Attorney General, is certified by the Federal Government with the primary purpose to detect, investigate, and prosecute any fraudulent practices or abuse against the Medicaid Program. Civil or criminal action or suspension from participation in the Medicaid program is authorized under South Dakota Codified Law (SDCL) 22-45 entitled, Unlawfully Obtaining Benefits or Payments from the medical assistance program. It is the provider's responsibility to become familiar with all sections of SDCL 22-45 and ARSD § 67:16.

DISCRIMINATION PROHIBITED

South Dakota Medicaid, participating medical providers, and contractors may not discriminate against South Dakota Medicaid recipients on the basis of race, color, creed, religion, sex, ancestry, handicap, political belief, marital or economic status, or national origin. All enrolled

South Dakota Medicaid providers must comply with this non-discrimination policy. A statement of compliance with the Civil Rights Act of 1964 shall be submitted to the Department upon request.

MEDICALLY NECESSARY

South Dakota Medicaid covered services are to be payable under the Medicaid Program when the service is determined medically necessary by the provider. To be medically necessary, the covered service must meet all of the following conditions under ARSD §67:16:01:06.02:

- It is consistent with the recipient's symptoms, diagnosis, condition, or injury;
- It is recognized as the prevailing standard and is consistent with generally accepted professional medical standards of the provider's peer group;
- It is provided in response to a life-threatening condition; to treat pain, injury, illness, or infection; to treat a condition that could result in physical or mental disability; or to achieve a level of physical or mental function consistent with prevailing community standards for diagnosis or condition;
- It is not furnished primarily for the convenience of the recipient or the provider; and
- There is no other equally effective course of treatment available or suitable for the recipient requesting the service that is more conservative or substantially less costly.

CHAPTER II:
NUTRITIONAL THERAPY SERVICES

INTRODUCTION

Nutritional therapy is covered under South Dakota Medicaid for individuals when ordered by the physician as part of the care and treatment of a medical condition or a malfunction in the gastrointestinal tract. Nutritional therapy must be the sole source of nutrition for individuals over the age of 21 years. Nutritional supplementation is covered for individuals under the age of 21 years.

DEFINITIONS

The following terms are defined according to Administrative Rule of South Dakota (ARSD) §67:16:42:01.

1. Enteral nutritional therapy — nutritional therapy by way of the small intestine through nasogastric, jejunostomy, or gastrostomy tubes.

2. Nutritional supplement —specialized formulas required to increase a child's daily protein and caloric intake.

3. Nutritional therapy –- specialized formulas or hyper alimentation which serves as the sole means of nutrition and is required when nutrition cannot be sustained through oral feedings due to a chronic illness or trauma.

4. Parenteral nutritional therapy— nutritional therapy by intravenous injection or also referred to as total parenteral nutrition (TPN).

PROVIDERS

Nutritional therapy may be billed to South Dakota Medicaid by enrolled durable medical equipment (DME) or pharmacy providers. These claims must be submitted on a CMS 1500 claim form.

ENTERNAL NUTRITIONAL THERAPY

Enteral nutritional therapy is covered when the recipient has a functioning gastrointestinal tract but cannot maintain weight and strength commensurate with the recipient's general condition because of a medical condition or illness or pathology to or the nonfunctioning of the structures that normally permit food to reach the digestive tract. This service is subject to additional restrictions based on the age of the recipient at the time of service.

ENTERAL NUTRITIONAL THERAPY FOR INDIVIDUALS UNDER AGE 21

Enteral nutritional therapy, oral nutritional supplements, and electrolyte replacement for recipients under 21 years of age are covered when the following conditions are met:

- The recipient is not institutionalized and services are delivered in the recipient's residence. An individual's residence does not include an acute care hospital, a nursing facility, an intermediate care facility for the individuals with intellectual disabilities, or an institution for individuals with a mental disease.
- If eligible for the Supplemental Nutrition Program for Women, Infants, and Children operated by the Department of Health, the items and services are not available under that program or the physician's order exceeds the amount allowed under that program.
- The items are ordered by a physician.

Oral nutritional supplements are covered when a child cannot maintain normal protein or caloric intake from a daily nutritional plan or when a normal infant formula cannot be tolerated because of a condition or illness.

No prior authorization is required for recipients under 21 years of age. However, the provider must maintain a current Nutritional Certificate of Medical Necessity found on SDMEDX, and the physician's prescription on file.

ENTERAL NUTRITIONAL THERAPY FOR RECIPIENTS AGE 21 AND OLDER

Enteral nutritional therapy for a recipient who is 21 years of age or older is covered if all of the following conditions are met:

- The recipient is not institutionalized and services are delivered in the individual's residence. For purposes of this rule, an individual's residence does not include an acute care hospital, a nursing facility, an intermediate care facility for individuals with intellectual disabilities, or an institution for individuals with a mental disease.
- The recipient has a permanently inoperative internal body organ or an inoperative body function.
- There is a physician's order or prescription for the therapy and sufficient medical documentation describing the medical necessity for the therapy.
- The provider has completed and received prior authorization from South Dakota Medicaid.
- Enteral nutritional therapy is the only means the recipient has to receive nutrition.

PRIOR AUTHORIZATION REQUIRED FOR ENTERAL NUTRITIONAL THERAPY FOR RECIPIENTS AGE 21 AND OLDER

The Division of Medical Services must authorize the use of enteral nutritional therapy for an individual 21 years of age or older before the service is payable by South Dakota Medicaid. The Prior Authorization Form can be found on SDMEDX. Before authorization is given, the provider must submit the following:

- A copy of the prescription for the needed therapy

- A copy of the nutritional certificate of medical necessity signed by the prescribing physician giving the reasons the person is unable to receive adequate nutrition by normal means
- The applicable procedure codes for the nutritional formula
- The provider's usual and customary charge for the items or services, including formula, durable medical equipment, and supplies
- Documentation regarding other requested routine medical services, such as home health services

If there is no change in the physician's orders and a three-month reauthorization is being requested, documentation need only include the physician's certification that the individual continues to need nutritional therapy.

If the therapy changes a new authorization must be obtained or if the condition is not permanent the authorization may not exceed three-months.

The provider is responsible for submitting the documentation for a new authorization. Authorizations will be given from the date of contact.

PARENTERAL NUTRITIONAL THERAPY

Parenteral nutritional therapy is covered if all of the following conditions are met:

- The recipient is not institutionalized and services are delivered in the individual's residence. A recipient's residence does not include an acute care hospital, a nursing facility, an intermediate care facility for individuals with intellectual disabilities, or an institution for individuals with a mental disease;
- The recipient has a permanently inoperative internal body organ or an inoperative body function such as severe pathology of the alimentary tract which does not allow absorption of sufficient nutrients to maintain weight and strength commensurate with the recipient's general condition.
- There is a physician's order or prescription for the therapy and medical documentation describing the diagnosis and the medical necessity for the therapy.
- The provider has completed and received prior authorization from South Dakota Medicaid.
- Parenteral nutritional therapy is the only means the recipient has to receive nutrition.

PRIOR AUTHORIZATION REQUIRED FOR PARENTERAL NUTRITIONAL THERAPY

The department must authorize the use of parenteral nutritional therapy services before they are payable. Before authorization is given, the physician/provider must submit the following:

- A copy of the prescription for the needed therapy

- A copy of the nutritional certificate of medical necessity signed by the prescribing physician and giving the reasons the person is unable to receive adequate nutrition by normal means
- The applicable procedure codes for parenteral nutrition. A list of applicable codes can be found in Appendix B.
- The provider's usual and customary charge for the items or services, including formula, durable medical equipment, and supplies
- Documentation regarding other required routine medical services, such as home health.

If there is no change in the physician's orders and a three-month reauthorization is being requested, documentation need only include the physician's certification that the individual continues to need nutritional therapy.

For conditions that are not permanent, an authorization may not exceed three-months.

Authorizations are given from the date of contact.

NUTRITIONAL THERAPY AND NUTRITIONAL SUPPLEMENTS LIMITS

The list of covered enteral therapy, oral nutrition, electrolyte replacement, and parenteral therapy services and supplies are maintained on SDMEDX. The following restrictions also apply:

Therapy services and their associated rates of payment are subject to review and amendment under the provisions of ARSD § 67:16:01:28.

Enteral therapy for individuals age 21 and older and parenteral therapy must have prior approval from the Division of Medical Services.

Equipment necessary to administer the parenteral or enteral nutritional therapy are covered under the provisions of chapter ARSD § 67:16:29.

RATE OF PAYMENT

Payment for nutritional therapy, nutritional supplements, and electrolyte replacements is the lesser of the provider's usual and customary charge or the applicable fee listed on SDMEDX.

When no fee is specified for nutritional formulas, payment is limited to 60 percent of the provider's usual and customary charge. Supplies and administration kits are paid at 90 percent of the provider's usual and customary charge.

BILLING REQUIREMENTS

A provider submitting a claim for reimbursement must submit the claim at the provider's usual and customary charge. The claim must contain the applicable procedure codes for all items and

services provided. A claim may not be submitted for parenteral therapy or for enteral therapy for adults, age 21 years and older, without prior authorization from the Division of Medical Services.

A claim for intermittent home health skilled nursing visits must meet the requirements of ARSD § 67:16:05.

PARENTERAL REQUIREMENTS

Costs of professional intervention services, such as nursing and dietary services, which are pertinent to parenteral therapy, are included in the cost of the parenteral therapy.

ENTERAL REQUIREMENTS

Enteral nutrition that is administered orally must be billed with the “BO” modifier attached to the corresponding HCPC code.

Enteral nutrition is billed at 100 calories = 1 unit

CHAPTER III:
BILLING INSTRUCTIONS

The instructions in this chapter apply to paper claims only.

CMS 1500 CLAIM FORM

The CMS 1500 form substantially meets the requirements for filing covered physician services. It has been designed to permit billing for up to six services for one recipient.

South Dakota Medicaid does not provide this form. These forms are available for direct purchase through either of the following agencies.

Superintendent of Documents
U.S. Government Printing Office
Washington, DC 20402
(202) 512-1800 (pricing desk)

American Medical Association
P O Box 10946
Chicago, IL 60610
ATTN: Order Department

If you prefer to have your own forms printed, negatives and reproducibles are available from:

Government Printing Office
Room C836, Building 3
Washington, DC 20401

CODES

The procedure codes allowed for filing covered practitioner services are found in the most current CPT and HCPC manuals.

SUBMISSION

The original filing of claims must meet South Dakota Medicaid's timely filing rules unless third party liability insurance is involved or initial retroactive eligibility is determined as listed in ARSD § 67:16:35:04.

A provider may only submit a claim for services the provider knows or should have known are covered by South Dakota Medicaid. A claim must be submitted at the provider's usual and customary charge for the service, on the date the service was provided.

The name that appears on the subsequent Remittance Advice indicates the provider name that South Dakota Medicaid associates with the assigned provider number. This name must correspond with the name submitted on claims.

Failure to properly complete provider name and address as enrolled with South Dakota Medicaid could be cause for non-processing or denial of the claim by South Dakota Medicaid.

The original CMS 1500 claim form is to be submitted to the address listed below. The copy should be retained for your records.

Department of Social Services
Division of Medical Services
700 Governors Drive
Pierre, SD 57501-2291

HOW TO COMPLETE THE CMS 1500 CLAIM FORM

Failure to properly complete **MANDATORY** requirements will be cause for non-processing or denial of the claim by South Dakota Medicaid. The following is a block-by-block explanation of how to prepare the health insurance claim form, CMS 1500.

Please do not write or type above block 1 of the claim form. It is used by South Dakota Medicaid for control numbering.

BLOCK 1 HEADINGS
Place an "X" or check mark in the Medicaid block. If left blank, South Dakota Medicaid will be considered the applicable program.

BLOCK 1a INSURED'S ID NO. (MANDATORY)
The recipient identification number is the nine-digit number found on the South Dakota Medicaid Identification Card. The three-digit generation number that follows the nine-digit recipient number is not part of the recipient's ID number and should not be entered on the claim.

BLOCK 2 PATIENT'S NAME (MANDATORY)
Enter the recipient's last name, first name, and middle initial.

BLOCK 3 PATIENT'S DATE OF BIRTH
If available, please enter in this format. MM-DD-YY.

PATIENT'S SEX
Optional

BLOCK 4 INSURED'S NAME
Optional

BLOCK 5 PATIENT'S ADDRESS
Optional

BLOCK 6 PATIENT'S RELATIONSHIP TO INSURED
Optional

BLOCK 7 INSURED'S ADDRESS
Optional

BLOCK 8 PATIENT STATUS
Optional

BLOCK 9 OTHER INSURED'S NAME (MANDATORY)
If the recipient has more than one other insurance coverage, provide the requested information in blocks 9, 9a, 9b, 9c, and 9d, if known.
NOTE: Do not enter Medicare, PHS, or IHS.

BLOCK 10 WAS CONDITION RELATED TO

A. Patient's Employment-If the patient was treated due to employment-related accident, place an "X" in the YES block, if not; place an "X" in the NO block or leave blank.

B. Auto accident-If the patient was treated due to an auto accident, place an "X" in the in the YES block, if not, place an "X" in the NO block or leave blank. If YES, put the state abbreviation under the PLACE Line. State identifier is optional.

C. Other accident- If other type of accident, place an "X" in the YES block, if not, place an "X" in the NO block or leave blank.

D. Reserved For Local Use-Enter one of the following, if applicable: "**U**" for Urgent Care; "**I**" for Contract Providers; "**D**" for Dental Services; or "**E**" for Emergent Managed Care Exemption Code.

BLOCK 11 INSURED'S POLICY GROUP OR FECA NUMBER (MANDATORY)
If the recipient has other health insurance coverage (Aetna, Blue Cross, Tri-Care, School Insurance, etc.) provide the requested information in blocks 11, 11a, 11b, 11c, if known. If the recipient has more than one other insurance coverage check "YES" block 11d. If "YES" is checked in block 11d, provide the requested information in blocks 9, 9a, 9b, 9c, and 9d, if known.

BLOCK 12 PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE
Optional

BLOCK 13 INSURED'S OR AUTHORIZED PERSON'S SIGNATURE
Optional

BLOCK 14 DATE OF CURRENT ILLNESS
Optional

BLOCK 15 IF PATIENT HAS HAD SAME ILLNESS OR SIMILAR ILLNESS
Optional

BLOCK 16 DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION
Optional

BLOCK 17 NAME OF REFERRING PHYSICIAN OR OTHER SOURCE
If the recipient was a referral, enter the referring physician's or (other sources) name. Optional, but very helpful.

BLOCK 17a/b ID NUMBER OF REFERRING PHYSICIAN (MANDATORY)

If recipient was a referral, enter the referring physician's or (other sources) seven digit South Dakota Medicaid provider number. This is **mandatory** for Managed Care recipients not treated by their PCP.

17a. The qualifier indicating Medicaid should be reported in the field to the immediate right of 17a. The appropriate code for Medicaid is 1d. The Medicaid ID number of the referring provider should be reported in 17a shaded area.

17b. Enter the NPI number of the referring provider.

BLOCK 18 HOSPITALIZATION DATES RELATED TO CURRENT SERVICES
Optional

BLOCK 19 RESERVED FOR LOCAL USE
Not applicable, leave blank.

BLOCK 20 OUTSIDE LAB
Place an "X" in the "YES" or "NO" block. Leave the space following "Charges" blank. If not applicable, leave blank.

BLOCK 21 DIAGNOSIS OR NATURE OF ILLNESS OR INJURY
Diagnosis codes and descriptions 1, 2, 3, and 4 – Enter the appropriate diagnosis code(s) which best describe the reason(s) for treatment or service, listing the primary in position "1", secondary in position "2", etc.
These codes must be ICD-9 codes. "V" codes are acceptable.
"E" codes are not used by South Dakota Medicaid.

The following claims are exempt from diagnosis code requirements:
1. Anesthesia;
2. Ambulatory Surgical Center;
3. Audiology;
4. Laboratory or pathology;
5. Therapy Services;
6. Radiology;
7. Transportation;
8. Durable Medical Equipment; and
9. Vision Services.

BLOCK 22 MEDICAID RESUBMISSION NUMBER
Required for replacements and voids only.

BLOCK 23 PRIOR AUTHORIZATION NUMBER
Enter the prior authorization number provided by the department, if applicable.
NOTE: Leave blank if South Dakota Medicaid does not require prior authorization for service.

BLOCK 24 Use a separate line for each service provided. If more than six services were provided for a recipient, a separate claim form for the seventh and following services must be completed. The six service lines in section 24 have been divided horizontally to accommodate submission of both the NPI and

another/proprietary identifier. The top shaded area is the location for the reporting supplemental information. **It is not intended to allow the billing of 12 lines of service.**

A. DATE OF SERVICE FROM – TO (MANDATORY)
Enter the appropriate date of service in month, day, and year sequence, using six digits.

	FROM	TO
Example:	01/24/04	01/24/04

B. PLACE OF SERVICE (MANDATORY)
Enter the appropriate place of service code.

Code values:

01	Pharmacy
03	School
11	Office
12	Home
14	Group Home
20	Urgent Care Facility
21	Inpatient hospital
22	Outpatient hospital
23	Emergency Room-Hospital
24	Ambulatory Surgical Center
25	Birthing Center
26	Military Treatment Facility
31	Skilled Nursing Facility
32	Nursing Facility
33	Custodial Care Facility
34	Hospice
41	Ambulance-Land
42	Ambulance-Air or Water
49	Independent Clinic
50	Federally Qualified Health Center
51	Inpatient Psychiatric Facility
52	Psychiatric Facility Partial Hospitalization
53	Community Mental Health Center
54	Intermediate Care Facility/Intellectual Disabilities
55	Residential Substance Abuse Treatment Facility
56	Psychiatric Residential Treatment Center
57	Nonresidential Substance Abuse Treatment Facility
61	Comprehensive Inpatient Rehabilitation Facility
62	Comprehensive Outpatient Rehabilitation Facility
65	End Stage Renal Disease Treatment Facility
71	State or Local Public Health Clinic
72	Rural Health Clinic
81	Independent Laboratory
99	Other Unlisted Facility

C. EMG
Enter a Y for "YES" for an emergency indicator, or leave blank if "NO" in the bottom, unshaded area of the field. For Emergent Managed Care Exemption Code if appropriate.

D. PROCEDURE CODE (MANDATORY)
Enter the appropriate five characters Healthcare Common Procedure Coding System (HCPC) or CPT procedure codes for the service provided. Enter the appropriate procedure modifier, if applicable.
NOTE: If enteral nutritional therapy is administered orally the "BO" modifier must be attached to the HCPC code billed.

E. DIAGNOSIS POINTER
Optional – you may enter 1, 2, 3, or 4 which correlates to the diagnosis code entered in Block 21. **DO NOT ENTER THE DIAGNOSIS CODE IN 24E.**

F. CHARGES (MANDATORY)
Enter the provider's usual and customary charge for this service or procedure.

G. DAYS OR UNITS (MANDATORY) (if more than one)
Enter the number of units or times that the procedure or service was provided for this recipient during the period covered by the dates in block 24a. If this is left blank, reimbursement will be for one unit/time (15 minutes).

H. EPSDT – FAMILY PLANNING
Early and Periodic Screening, Diagnosis and Treatment. If services were provided because of an EPSDT referral, enter an "E" in the unshaded area of the field, if not, leave blank.

FAMILY PLANNING
Enter an "F" for any service provided for family planning visits, medication, devices, or surgical procedures in the unshaded area of the field, if not, leave blank.

I. ID. QUAL
Enter in the shaded area of 24I the qualifier identifying if the number is a non-NPI. For Medicaid the qualifier code will be 1d in the shaded area.

J. RENDERING PROVIDER ID #
Enter the non-NPI ID number in the shaded area of the field. Enter the NPI number in the unshaded area of the field.

BLOCK 25 FEDERAL TAX ID NUMBER
Optional

BLOCK 26 PATIENT'S ACCOUNT NO.
Enter your office's patient account number, up to ten numbers, letters, or a combination thereof is allowable.

Examples: AMX2345765, 9873546210 and YNXDABNMLK

NOTE: Block 26 optional, included for your convenience only. Information entered here will appear on your Remittance Advice when payment is made. If you do not wish to use this block, leave it blank.

BLOCK 27 ACCEPT ASSIGNMENT
Not applicable, leave blank.
NOTE: South Dakota Medicaid can only pay the provider, not the recipient of medical care.

BLOCK 28 TOTAL CHARGES
Optional

BLOCK 29 AMOUNT PAID (MANDATORY)
If payment was received from private health insurance, enter the amount received here. (Attach a copy of the Insurance Company's Remittance Advice or explanation of benefits behind each claim form.) The Division of Medical Services will allocate that payment to each individual line of service as necessary. If payment was denied, enter 0.00 here (attach a copy of insurance company's denial).
NOTE 1: Do not subtract the other insurance from your charge.
NOTE 2: Medicaid's Cost Sharing (recipient's payment), if applicable is not considered a payment from other source – do not enter on claim.

BLOCK 30 BALANCE DUE
Optional

BLOCK 31 SIGNATURE OF PHYSICIAN OR SUPPLIER (MANDATORY)
The claim form must be signed by the provider or provider's authorized representative, using handwriting, typewriter, signature stamp, or other means. Enter the date that the form is signed. Claims will not be paid without signature and date completed.

BLOCK 32 NAME AND ADDRESS OF FACILITY WHERE SERVICES WERE RENDERED
Optional
32a Enter the NPI number of the service facility location.
32b Enter the two digit qualifier followed by the Medicaid ID number. For Medicaid the qualifier code is 1D.

BLOCK 33 PHYSICIAN'S SUPPLIER'S AND/OR GROUP NAME, ADDRESS, ZIP CODE, AND TELEPHONE NO. (MANDATORY)
Enter the billing provider's name as listed on the South Dakota Medicaid Provider file with the complete address.
The telephone number is optional, but is helpful if a problem occurs during processing of the claim.
ID NO. (MANDATORY)
33a Enter the NPI number of the billing provider.
33b Enter the two digit qualifier followed by the Medicaid ID number. For Medicaid the qualifier code is 1D.

SUBMITTING VOID AND REPLACEMENT REQUESTS

Claim level processing links all lines of a claim for purposes of posting and reporting. Each line is evaluated separately for payment, but the lines are all reported under a single claim reference number. In other words, all lines submitted on a single claim form will have a single claim reference number assigned to them.

The necessary processing is described in detail below. These procedures are intended to result in less work for the provider's staff and quicker processing of claims through South Dakota Medicaid's payment system.

VOID REQUEST

A void request instructs South Dakota Medicaid to reverse all the money paid on a claim. Every line is reprocessed. A paid line has the payment reversed. A denied line remains denied. A pending line is denied. The transaction is shown on the Remittance Advice as a payment deduction from payment that may be due.

To submit a void request, follow the steps below:

- Make a copy of the paid claim.
- In field 22, enter the word "VOID" at the left.
- In the same field, enter the claim reference number that South Dakota Medicaid assigned to the original claim, at the right.
- Highlight field 22.
- Send the void request to South Dakota Medicaid.
- Keep a copy of your request for your files.

If the original claim reference number is not shown in the void request, it will not be processed, and will appear on your Remittance Advice as a denial. Once a claim has been voided, the same claim form cannot be reversed and repaid. You must submit a new claim.

REPLACEMENT REQUEST

A replacement request consists of two steps. First, a credit adjustment, or void is generated by the claims payment system, for each line paid on the original claim and processed. This part of the transaction works as described in void processing, above. Secondly, the corrections indicate on the replacement claim are then processed as new debit claims. All paid lines are processed as you note on each claim line. A denied line remains denied, and a pended line is also denied. The replacement claim may include more or fewer lines than the original. Both transactions are shown on your Remittance Advice; the original paid claim lines are voided and the replacement/adjustment claim lines are paid as new, or debit claims. This may result in either an increased payment or a decreased payment depending upon the changes you noted on the replacement claim.

To submit a replacement request, follow the steps below:

- Make a copy of the paid claim.
- In field 22, enter the word **REPLACEMENT** at the left.
- In the same field, enter the claim reference number that South Dakota Medicaid assigned to the original claim, at the right.
- Highlight field 22.

- Indicate corrections to the claim by striking through incorrect information and entering corrections. Use correction fluid or tape to remove incorrect information and replace with correct information.
- Highlight all the corrections entered.
- Do not attach additional separate pages or use post-it notes. These may become separated from the request and delay processing.
- Send the replacement request to South Dakota Medicaid.
- Keep a copy of the request for the required time.

An original claim can be replaced only once. The provider may, however, submit a void or replacement request for a previously completed replacement. In this case, enter VOID or REPLACEMENT (as appropriate) in field 22 at the right and indicate the claim reference number of the replacement claim at the left. Highlight field 22, enter and highlight any corrections, as described above, and submit the request.

South Dakota Medicaid's claim payment system links the original claim with subsequent replacement and/or void requests, to ensure that any transaction is only replaced or voided once.

CROSSOVER CLAIM SUBMISSION

The CMS 1500 claim form substantially meets the requirements for filing claims for services for recipients who are dually eligible for both South Dakota Medicaid and Medicare after Medicare has determined a deductible or co-insurance amount is due.

The original filing of services must meet South Dakota Medicaid's timely filing rules; unless third party liability insurance is involved or initial retroactive eligibility is determined.

The name that appears on the Remittance Advice indicates the provider name South Dakota Medicaid associates with the assigned provider number. This name must correspond with the name submitted on claim forms.

Failure to properly complete provider name and address as registered with South Dakota Medicaid could be cause for non-processing or denial of the claim by South Dakota Medicaid.

Because South Dakota Medicaid is the payer of last resort the claim must be submitted to Medicare first. Submit a crossover claim to South Dakota Medicaid only after at least six weeks

has passed from the date of the Medicare payment in case the claim automatically crossed over from Medicare, when billing for the Medicare co-insurance and/or deductible. Proof of payment from Medicare (EOMB, voucher, etc.) must be attached to the crossover claim form.

DO NOT submit a crossover claim form if Medicare has denied payment.

South Dakota Medicaid will not pay for any service that has been denied by Medicare as not medically necessary or reasonable. If Medicare's denial was for another reason, the provider may submit a CMS claim form along with a copy of the Explanation of Medicare Benefits (EOMB for consideration of payment.)

The crossover claim is to be submitted to the address below. A copy is to be retained for your records.

Department of Social Services
Division of Medical Services
700 Governors Drive
Pierre, South Dakota 57501-2291

The provider is responsible for the proper postage.

HOW TO COMPLETE THE MEDICARE CROSSOVER CLAIM ON THE CMS 1500

The provider MUST attach the EOMB and any applicable third party explanation of benefits (EOB) to EACH crossover claim form. Crossover claims cannot be processed without an EOMB.

Failure to properly complete **MANDATORY** requirements will be cause for non-processing or denial of the claim by South Dakota Medicaid.

The following is a block-by-block explanation of how to prepare the Medicare crossover claim on the health insurance claim form, CMS 1500.

Please do not write or type above block 1 of the claim form. It is used by South Dakota Medicaid for control numbering.

BLOCK 1 HEADINGS
Place an "X" or check mark in the Medicare block. If left blank, South Dakota Medicaid will be considered the applicable program.

BLOCK 1a INSURED'S ID NO. (MANDATORY)
The recipient identification number is the nine-digit number found on the South Dakota Medicaid Identification Card. The three-digit generation number, that follows the nine-digit recipient number, is not part of the recipient's ID number and should not be entered on the claim.

BLOCK 2 PATIENT'S NAME (MANDATORY)
Enter the recipient's last name, first name, and middle initial.

BLOCK 3 PATIENT'S DATE OF BIRTH
If available, please enter in this format. MM-DD-YY.

PATIENT'S SEX
Optional

BLOCK 4 INSURED'S NAME
Optional

BLOCK 5 PATIENT'S ADDRESS
Optional

BLOCK 6 PATIENT'S RELATIONSHIP TO INSURED
Optional

BLOCK 7 INSURED'S ADDRESS
Optional

BLOCK 8 PATIENT STATUS
Optional

BLOCK 9 OTHER INSURED'S NAME (MANDATORY)
If the recipient has more than one other insurance coverage, provide the requested information in blocks 9, 9a, 9b, 9c, and 9d, if known.

BLOCK 10 WAS CONDITION RELATED TO
Not used for Medicare Crossover Claims.

BLOCK 11 INSURED'S POLICY GROUP OR FECA NUMBER (MANDATORY)
If the recipient has other health insurance coverage (Aetna, Blue Cross, Tri-Care, School Insurance, etc.) provide the requested information in blocks 11, 11a, 11b, 11c, if known. If the recipient has more than one other insurance coverage check "YES" Block 11d. If "YES" is checked in Block 11d, provide the requested information in Blocks 9, 9a, 9b, 9c, and 9d, if known.

BLOCK 12 PATIENT'S OR AUTHORIZED PERSON'S SIGNATURE
Optional

BLOCK 13 INSURED'S OR AUTHORIZED PERSON'S SIGNATURE
Optional

BLOCK 14 DATE OF CURRENT ILLNESS
Optional

BLOCK 15 IF PATIENT HAS HAD SAME ILLNESS OR SIMILAR ILLNESS
Optional

BLOCK 16 DATES PATIENT UNABLE TO WORK IN CURRENT OCCUPATION
Optional

BLOCK 17 NAME OF REFERRING PHYSICIAN OR OTHER SOURCE
Optional for Medicare crossover claims.

BLOCK 17a/b ID NUMBER OF REFERRING PHYSICIAN

Optional for Medicare crossover claims.

BLOCK 18 HOSPITALIZATION DATES RELATED TO CURRENT SERVICES
Optional

BLOCK 19 RESERVED FOR LOCAL USE
Not applicable, leave blank.

BLOCK 20 OUTSIDE LAB
Optional for Medicare crossover claims.

BLOCK 21 DIAGNOSIS OR NATURE OF ILLNESS OR INJURY
Not required for Medicare crossover claims.

BLOCK 22 MEDICAID RESUBMISSION NUMBER
Not applicable leave blank.

BLOCK 23 PRIOR AUTHORIZATION NUMBER
Optional for Medicare crossover claims.

BLOCK 24 Use a separate line for each service provided. If more than six services were provided for a recipient, a separate claim form for the seventh and following services must be completed. The six service lines in section 24 have been divided horizontally to accommodate submission of both the NPI and another/proprietary identifier. The top shaded area is the location for the reporting supplemental information. It is not intended to allow the billing of 12 lines of service.

A. DATE OF SERVICE FROM – TO (MANDATORY)
Enter the appropriate date of service in month, day, and year sequence, using six digits.

	FROM	TO
Example:	01/24/04	01/24/04

B. PLACE OF SERVICE (MANDATORY)
Enter the appropriate place of service code.

Code values:

01	Pharmacy
03	School
11	Office
12	Home
14	Group Home
20	Urgent Care Facility
21	Inpatient hospital
22	Outpatient hospital
23	Emergency Room-Hospital
24	Ambulatory Surgical Center
25	Birthing Center
26	Military Treatment Facility
31	Skilled Nursing Facility
32	Nursing Facility

33 Custodial Care Facility
34 Hospice
41 Ambulance-Land
42 Ambulance-Air or Water
49 Independent Clinic
50 Federally Qualified Health Center
51 Inpatient Psychiatric Facility
52 Psychiatric Facility Partial Hospitalization
53 Community Mental Health Center
54 Intermediate Care Facility/Intellectual Disabilities
55 Residential Substance Abuse Treatment Facility
56 Psychiatric Residential Treatment Center
57 Nonresidential Substance Abuse Treatment Facility
61 Comprehensive Inpatient Rehabilitation Facility
62 Comprehensive Outpatient Rehabilitation Facility
65 End Stage Renal Disease Treatment Facility
71 State or Local Public Health Clinic
72 Rural Health Clinic
81 Independent Laboratory
99 Other Unlisted Facility

C. EMG
Not required for Medicare crossover claims

D. PROCEDURE CODE (MANDATORY)
Enter the appropriate five characters Healthcare Common Procedure Coding System (HCPC) or CPT procedure codes for the service provided. Enter the appropriate procedure modifier, if applicable.
NOTE: If enteral nutritional therapy is administered orally the "BO" modifier must be attached to the HCPC code billed.

E. DIAGNOSIS POINTER
Not required for Medicare crossover claims.

F. CHARGES (MANDATORY)
Enter your usual and customary charges billed to Medicare.

G. DAYS OR UNITS
Not used for Medicare crossover claims.

H. EPSDT – FAMILY PLANNING
Not used for Medicare crossover claims.

I. ID. QUAL
Not required for Medicare crossover claims.

J. MEDICARE CROSSOVER CLAIMS (MANDATORY)
Enter the provider paid amount plus any contractual adjustment and any other third party payment for each line of service on the CMS 1500 claim form.

BLOCK 25 FEDERAL TAX ID NUMBER

Optional

BLOCK 26 PATIENT'S ACCOUNT NO.
Enter your office's patient account number, up to ten numbers, letters, or a combination thereof is allowable.

Examples: AMX2345765, 9873546210 and YNXDABNMLK

NOTE: Block 26 optional, included for your convenience only. Information entered here will appear on your Remittance Advice when payment is made. If you do not wish to use this block, leave it blank.

BLOCK 27 ACCEPT ASSIGNMENT
Not applicable, leave blank.

BLOCK 28 TOTAL CHARGES
Optional

BLOCK 29 AMOUNT PAID (MANDATORY)
Enter TOTAL amount paid by other payer including Medicare.

BLOCK 30 BALANCE DUE
Enter Medicare coinsurance and/or deductible due.

BLOCK 31 SIGNATURE OF PHYSICIAN OR SUPPLIER (MANDATORY)
The invoice must be signed by the provider or provider's authorized representative, using handwriting, typewriter, signature stamp, or other means. Enter the date that the form is signed. Claims will not be paid without signature and date completed.

BLOCK 32 NAME AND ADDRESS OF FACILITY WHERE SERVICES RENDERED
Optional
32a. Enter the NPI number of the service facility location.

32b. Enter the two digit qualifier followed by the Medicaid ID number.

BLOCK 33 PHYSICIAN'S SUPPLIER'S AND/OR GROUP NAME, ADDRESS, ZIP CODE, AND TELEPHONE NO. (MANDATORY)
Enter the billing provider's name as listed on the South Dakota Medicaid Provider file with complete address.
The telephone number is optional, but is helpful if a problem occurs during processing of the claim.

ID NO. (MANDATORY)
33a. Enter the NPI number of the billing provider.

33b. Enter the two digit qualifier followed by the Medicaid ID number.

CHAPTER IV: REMITTANCE ADVICE

A Remittance Advice serves as the Explanation of Benefits (EOB) from South Dakota Medicaid. The purpose of this chapter is to familiarize the provider with the design and content of the Remittance Advice. The importance of understanding and using this document cannot be stressed enough. The current status of all claims, (including replacements and voids) that have been processed during the past week are shown on the Remittance Advice. It is the provider's responsibility to reconcile this document with patient records. The Remittance Advice documents all payments and denials of claims and should be kept for six years, pursuant to SDCL 22-45-6.

SAMPLE REMITTANCE ADVICE

BILL SMITH, MD 111 10 AVE SW	PHYSICIAN REMITTANCE ADVICE 11/01/2006	DEPT. OF SOCIAL SERVICES MEDICAL SERVICES
PROVIDER NO: 5601111 FED TAX ID NO.: 123456789 NPI:		PAGE NO. 1

THE FOLLOWING CLAIMS ARE APPROVED ORIGINALS:

REFERENCE	RECIPIENT	RECIPIENTNAME	FROM	THRU	PROCEDURE	NUM	PL	BILLED	LESS PAID	COST	PAID BY
2006303-722200-0	000111222	DOE, JOHN M	09-23-06	09-23-06	99213		1		72.00	.00	3.00
31.89											
2006300-711100-0	000222111	DOE, JANE A	10-10-06	10-10-06	36415		1		13.00	.00	.00
4.14											
TOTAL APPROVED ORGINALS:	4							244.00			

YTD NEGATIVE BALANCE .00

MMIS REMIT NO: 71122334 AMOUNT OF CHECK $93.07

REMITTANCE ADVICE FORMAT

Each claim line is processed separately. Use the correct reference number to ensure that you correctly follow each line of a claim. The following information explains the Remittance Advice format:

HEADER INFORMATION:

- South Dakota Medicaid address and page number;
- Type of Remittance Advice (e.g. nursing home, physician, pharmacy, crossover, etc.) and date; and
- Provider name, address, and South Dakota Medicaid provider ID number.

Only the last nine (9) digits of the recipient's 14 digit identification number are displayed.

MESSAGES:
The Remittance Advice is used to communicate special information to providers. Policy changes, service limitations, and billing problems are examples of messages that may be published in this section. Read all material printed in these messages carefully and ensure that the appropriate staff receives a copy of the message.

APPROVED ORIGINAL CLAIMS

A claim is approved and then paid if it is correctly prepared and completed for a South Dakota Medicaid covered service(s) provided to an eligible recipient by a South Dakota Medicaid enrolled provider. Claims that have been determined payable are listed in this section with the amount paid by South Dakota Medicaid.

REPLACEMENT CLAIMS

A replacement claim may only be processed for a previously paid claim. When replacing a claim, you must resubmit the complete original claim with corrections included or deleted as appropriate.

NOTE: Once you replace a claim you cannot replace or void the original claim again.

Once your claim has been adjusted, it will appear on the remittance advice as both a debit and credit replacement claim.

DEBIT REPLACEMENT CLAIMS
This section details the adjusted claim. The information in this section reflects the corrected claim that has been resubmitted to South Dakota Medicaid and will replace the previously paid claim. The payment listed in this section's "Paid by Program" is the new amount to be paid to the provider by South Dakota Medicaid.

CREDIT REPLACEMENT CLAIMS
This section details the previously paid or original claim. The information in this section is being replaced by the new claim information in the debit replacement section. The payment listed in this section's "Paid by Program" is the incorrect payment amount originally paid by South Dakota Medicaid. This payment amount will be credited back to South Dakota Medicaid, as shown by the minus sign listed after the amount. The difference between the debit and credit "Paid by Program" amounts is the net paid to a provider or credited to South Dakota Medicaid.

VOIDED CLAIMS

This section lists claims that should not have been paid by South Dakota Medicaid. The first reference number represents the voided claim. The second reference number represents the original paid claim that has been voided. Because the claim has been voided, and not replaced, transactions on this line show a negative amount for the provider.

NOTE: Once you have voided a claim, you cannot void or adjust the same claim again.

DENIED CLAIMS

Claims that cannot be paid by South Dakota Medicaid are listed in this section. Even though there may be several reasons why a claim cannot be paid, only one denial reason will be listed. A claim is denied if one or more of the following conditions exist:

- The service is not covered by South Dakota Medicaid;
- The claim is not completed properly;
- The claim is a duplicate of a prior claim;
- The data is invalid or logically inconsistent;
- Program limitations or restrictions are exceeded;
- The service is not medically necessary or reasonable; and
- The patient and/or provider is not eligible during the service period.

Providers should review denied claims and, when appropriate, completely resubmit the claim with corrections. Providers should not resubmit claims that have been denied due to practices that contradict either good medical practice or South Dakota Medicaid policy.

ADD-PAY/RECOVERY

When an adjustment or void has not produced a correct payment, a lump sum payment or deduction is processed on the Remittance Advice. There is no identifying information on the Remittance Advice identifying the recipient or services for which the payment is made. However, a letter is sent to the provider explaining the add-pay/recovery information.

A recovery will be denoted by a minus sign behind the amount, and will be credited to South Dakota Medicaid. If the minus sign is not present, the amount is a payment to the provider.

REMITTANCE TOTAL

The total amount is determined by adding and subtracting all of the amounts listed under the column PAID BY PROGRAM.

YTD NEGATIVE BALANCE

A Year-to Date (YTD) negative balance is posted in one of two situations:

1. A negative balance is displayed when ONLY voided claims are processed in a payment cycle for the provider and no original paid claims were included on the Remittance Advice.

2. A negative balance will be shown when the total amount of negative transactions, such as credit replacement claims, voided claims, or recoveries, is larger than the total amount of positive transactions, such as approved original claims, debit replacement claims or add-pays.

It is the provider's responsibility to examine the remittance advice to determine where the negative balance occurred.

MMIS REMIT NO/AMOUNT OF ACH CREDIT
The system produces a sequential Remittance Advice number that is used internally by South Dakota Medicaid for finance purposes and relates to the check/ACH issued to the provider. The net check amount is the Remittance Total minus the YTD Negative Balance.

PENDED CLAIMS

A claim that cannot be automatically paid or denied through the normal processing system is pended until the necessary corrective action has been taken. Claims may be pended because of erroneous information, incomplete information, information mismatch between the claim and the state master file, or a policy requirement for special review of the claim. The reason for pending the claim is printed on the Remittance Advice. The provider should wait for claim payment or denial before resubmitting the claim. After a pended claim has been approved for further processing, it is reprocessed and appears on the subsequent Remittance Advice as an approved original either as a paid or a denied claim.

DO NOT SUBMIT A NEW CLAIM FOR A CLAIM IN PENDED STATUS, UNLESS YOU ARE ADVISED BY THE DEPARTMENT TO DO SO. IF ERRORS ARE IDENTIFIED ON THE REMITTANCE ADVICE, PLEASE NOTIFY SOUTH DAKOTA MEDICAID USING THE CONTACT NUMBERS AT THE FRONT OF THIS MANUAL.

CHAPTER V:
COST SHARING

Cost sharing for enteral nutritional services provided to an individual age 21 or over is $2 a day. Cost sharing for parenteral nutritional therapy provided to an individual age 21 or over is $5 a day. Children under age 21 are exempt from cost sharing.

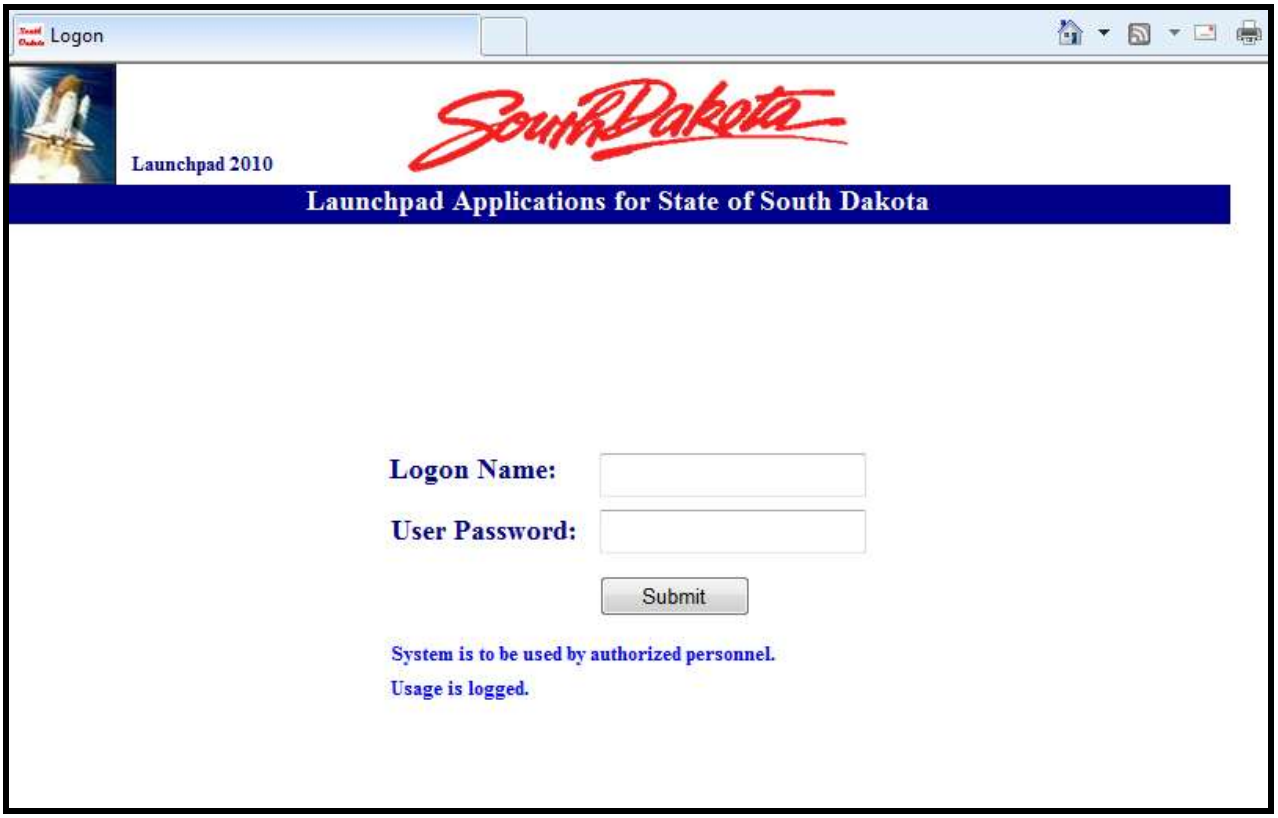
CHAPTER VI:
LAUNCHPAD INSTRUCTIONS

NOTE: You must use Internet Explorer 5.5, Netscape 7.0 or a higher version of these two applications

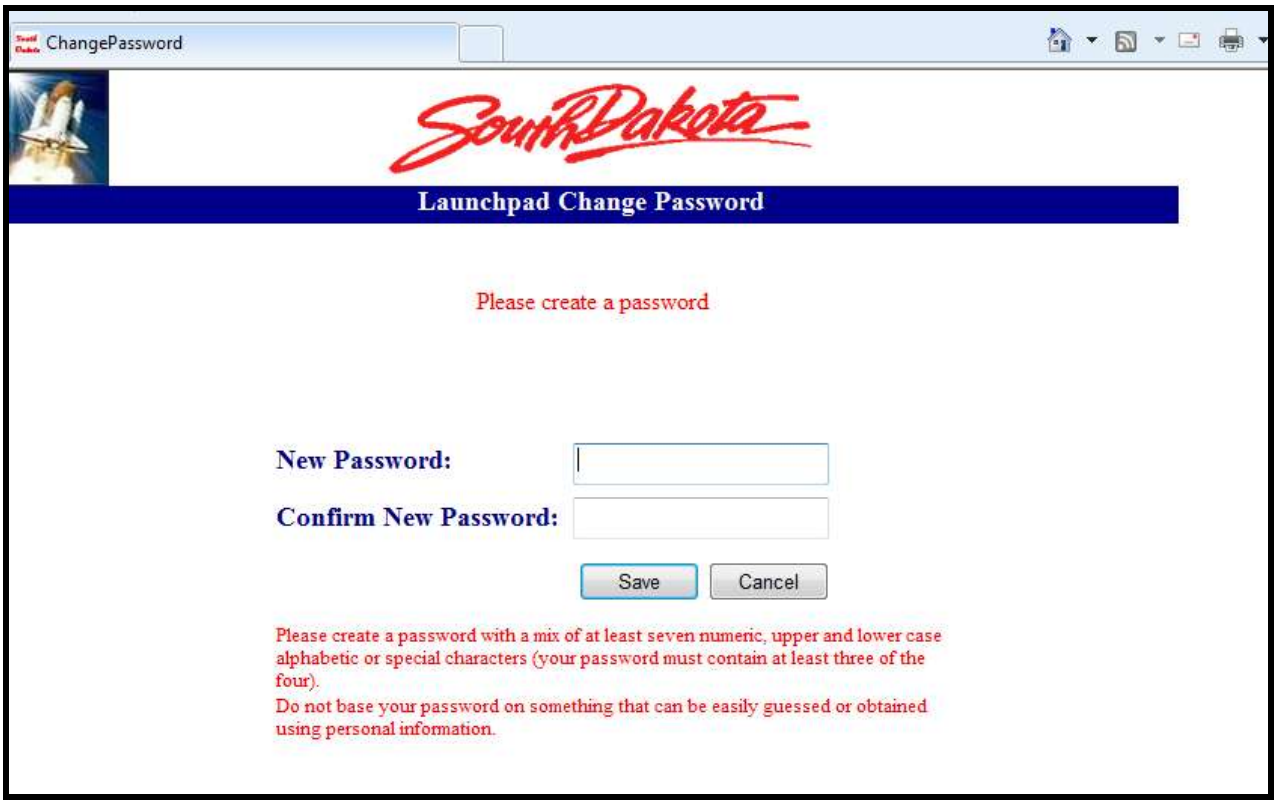
LOGGING INTO LAUNCHPAD

STEP 1: Enter the web address:
https://apps.sd.gov/applications/DP42Launchpad/Logon.aspx

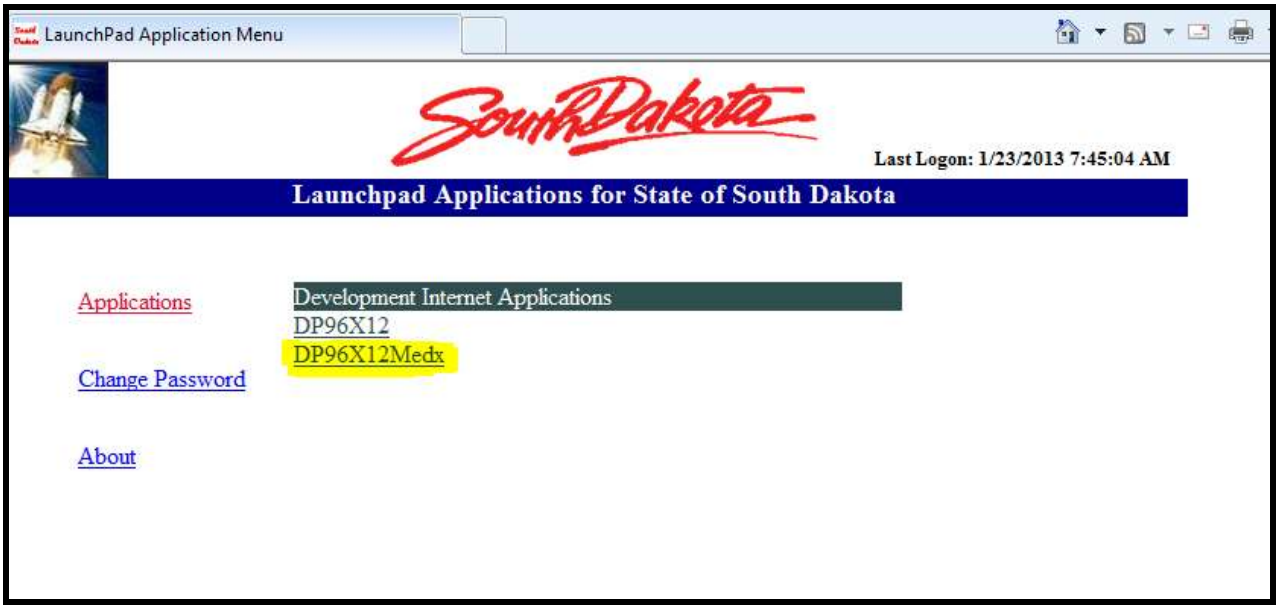
STEP 2: Populate "Login Name" and "User Password" with information provided by South Dakota Medicaid.



STEP 3: Establish your own desired password by populating "New Password" and then re-entering it in "Confirm New Password" (this only happens once).



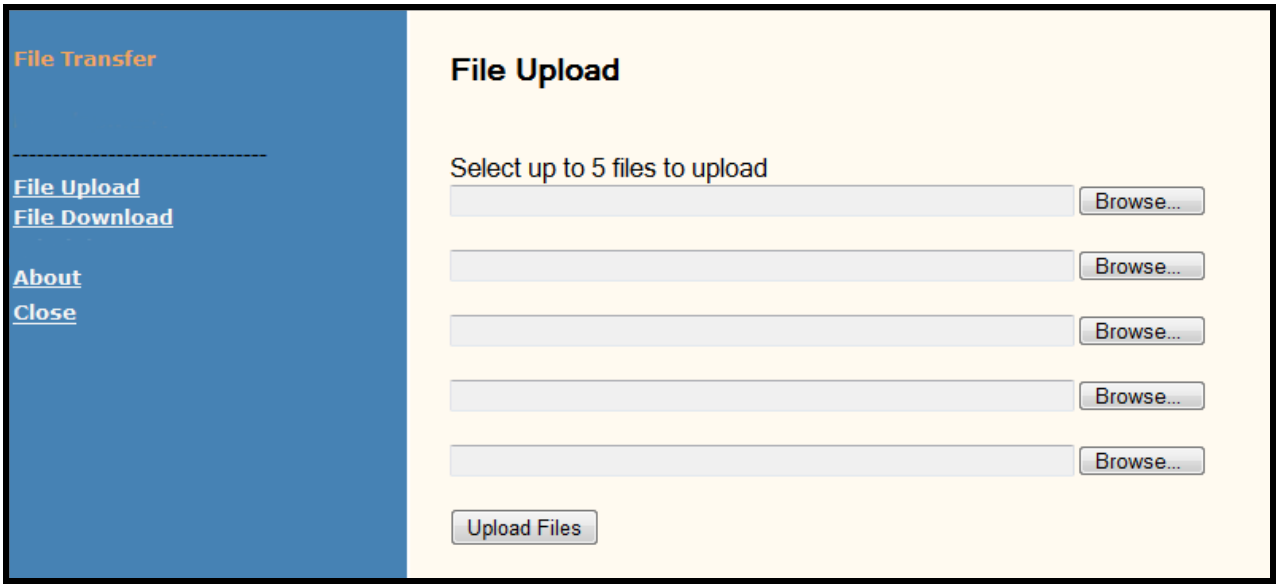
STEP 4: Click on "DP96X12Medx."

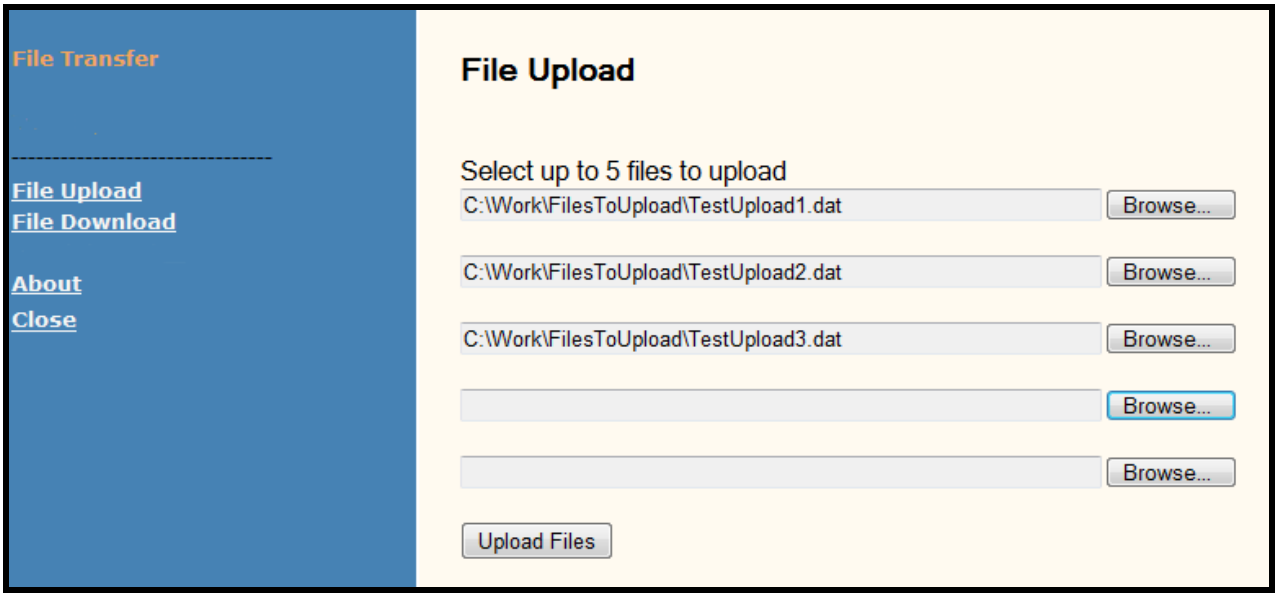


UPLOAD FILES TO SOUTH DAKOTA MEDICAL ASSISTANCE

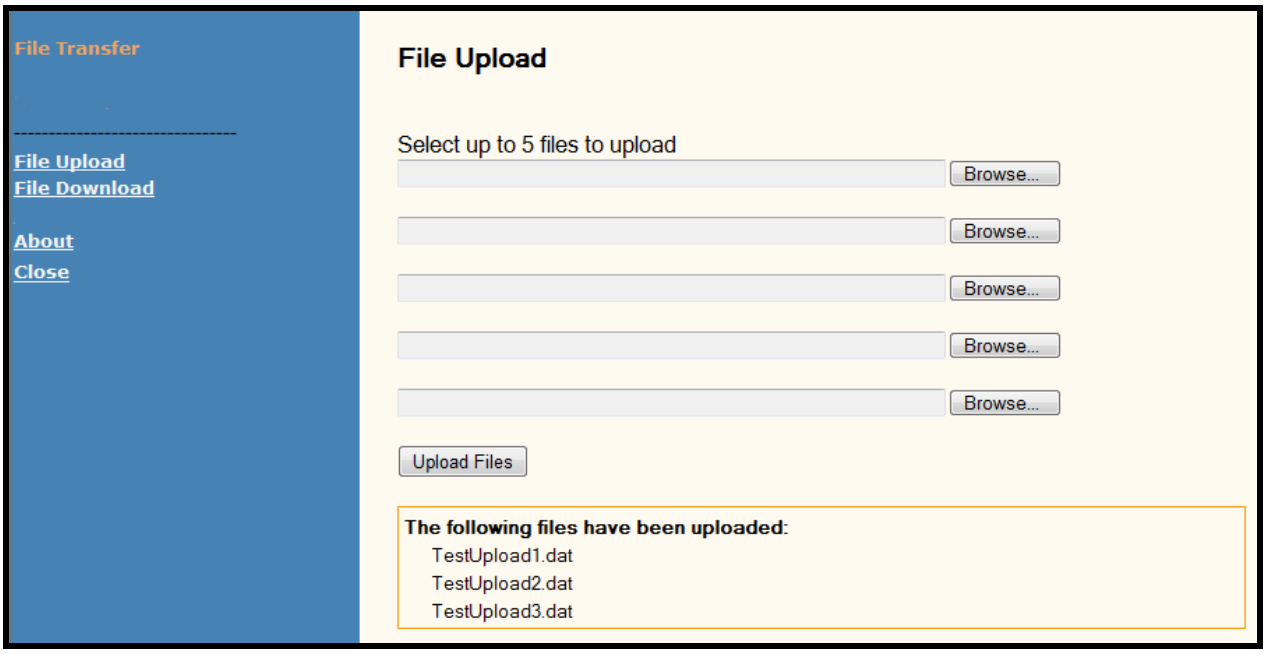
IMPORTANT: ALL FILES must have a ".dat" or ".zip" file extension.

STEP 1: Click the "Browse" button and select the file you would like to upload. You may select up to 5 files to upload at a time.





STEP 2: Click the “Upload Files” button. A summary of the files uploaded will appear at the bottom of the page.

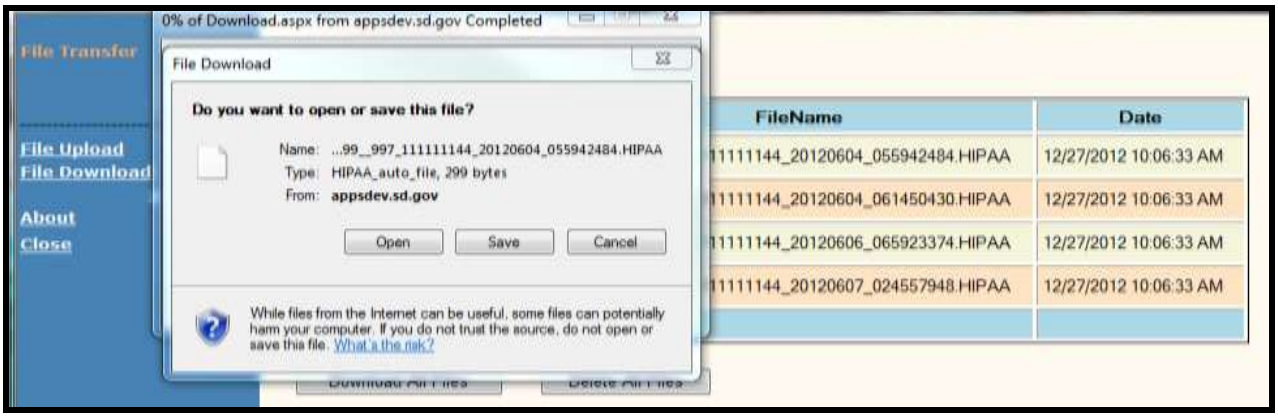


To upload more files – repeat Step 1 & 2.

DOWNLOAD FILES FROM SOUTH DAKOTA MEDICAL ASSISTANCE

STEP 1: Click on the “File Download“ link on the left side of the screen.

STEP 2: You may download an individual file or download them all in a .zip file. Click the "Download" button for the file you would like to download or click the "Download All Files" button to download a .zip file that contains all of your files. Click the "Save" button and then select the location where you would like the file to be saved to and then click "Save."



APPENDIX A

CERTIFICATE OF MEDICAL NECESSITY
NUTRITIONAL THERAPY

All of the following information is required in order for nutrition to be covered. This form must be contained in the recipient's clinical records.

RECIPIENT NAME:_____

SOUTH DAKOTA MEDICAID ID NUMBER:_____

DIAGNOSIS – INCLUDING AN EXPLANATION OF THE PARTICULAR PROBLEM RESULTING FROM THE DIAGNOSIS WHICH RELATES TO THIS NUTRITION REQUEST:

_____

_____

_____

PROGNOSIS: _____

_____

HOW LONG IS THIS PROBLEM EXPECTED TO LAST? MONTHS___ INDEFINITELY___ PERMANENTLY___

EXPLANATION OF THE MEDICAL NECESSITY/JUSTIFICATION FOR AUTHORIZATION:

_____

INDIVIDUAL'S SOLE SOURCE OF NUTRITION: YES___ NO___
INDIVIDUAL RESIDES AT HOME: YES___ NO___

NUTRITION BEING PRESCRIBED: _____

PHYSICIAN'S SIGNATURE: _____
DATE: _____

PROVIDER NAME AND ADDRESS:
_____

PROVIDER IDENTIFICATION NUMBER:
_____

CONTACT PERSON

APPENDIX B

Parenteral Nutrition HCPCS Codes

Code	Description
B4164	Parenteral nutrition solution: carbohydrates (dextrose), 50% or less (500 ml = 1 unit) -- home mix
B4168	Parenteral nutrition solution; amino acid, 3.5%, (500 ml = 1 unit) -- home mix
B4172	Parenteral nutrition solution; amino acid, 5.5% through 7%, (500 ml = 1 unit) -- home mix
B4176	Parenteral nutrition solution; amino acid, 7% through 8.5%, (500 ml = 1 unit) -- home mix
B4178	Parenteral nutrition solution, amino acid, greater than 8.5%, (500 ml = 1 unit) -- home mix
B4180	Parenteral nutrition solution; carbohydrates (dextrose), greater than 50% (500 ml=1 unit) -- home mix
B4184	Parenteral nutrition solution; lipids, 10% with administration set (500ml =1 unit)
B4186	Parenteral nutrition solution; lipids, 20% with administration set (500 ml = 1 unit)
B4189	Parenteral nutrition solution; compounded amino acid and carbohydrates with electrolytes, trace elements, and vitamins, including preparation, any strength, 10 to 51 grams of protein -- premix
B4193	Parenteral nutrition solution; compounded amino acid and carbohydrates with electrolytes, trace elements, and vitamins, including preparation, any strength, 52 to 73 grams of protein – premix
B4197	Parenteral nutrition solution; compounded amino acid and carbohydrates with electrolytes, trace elements and vitamins, including preparation, any strength, 74 to 100 grams of protein -- premix
B4199	Parenteral nutrition solution; compounded amino acid and carbohydrates with electrolytes, trace elements and vitamins, including preparation, any strength, over 100 grams of protein -- premix
B4216	Parenteral nutrition; additives (vitamins, trace elements, heparin, electrolytes) home mix per day
B4220	Parenteral nutrition supply kit; premix, per day
B4222	Parenteral nutrition supply kit; home mix, per day
B4224	Parenteral nutrition administration kit, per day
B5000	Parenteral nutrition solution: compounded amino acid and carbohydrates with electrolytes, trace elements, and vitamins, including preparation, any strength, renal -- Aminosyn RF, Nephramine, Renamin -- premix
B5100	Parenteral nutrition solution: compounded amino acid and carbohydrates with electrolytes, trace elements, and vitamins, including preparation, any strength, hepatic -- Freamine HBC, Hepatamine – premix

Code	Description
B5200	Parenteral nutrition solution: compounded amino acid and carbohydrates with electrolytes, trace elements, and vitamins, including preparation, any strength, stress -- branch chain amino acids -- premix
B9004	Parenteral nutrition infusion pump, portable
B9006	Parenteral nutrition infusion pump, stationary
B9999	NOC for parenteral supplies
E0776	IV pole